



Arnold A. Schwarzenegger– Governor
SunneWright McPeak, Secretary, Business, Transportation & Housing Agency
Jeff Davi, Real Estate Commissioner

DEPARTMENT OF REAL ESTATE

Equal Opportunity Employer

Job Opportunity

PROGRAM TECHNICIAN

Sacramento

Permanent - Full-time

The Department of Real Estate has several openings in its Licensing Sales Changes and Exams/Originals Sections for Program Technicians. The positions are located at 2201 Broadway in downtown Sacramento and are permanent, full-time.

Duties of the Exams/Originals Section Positions include:

- Review and analyze original salesperson license applications, legal presence documentation, course transcripts and fingerprint cards/live scan sheets to determine if applicants have met all licensing criteria.
- Issue conditional or unconditional licenses.
- Answer telephone inquiries regarding salesperson and broker original license applications and qualifications.
- Sort and distribute fax documents and general mail; file documents; box and label exam records for in-house and record retention center storage.
- Qualify and schedule salesperson examination applicants.
- Other duties as required.

Duties of the Sales Changes Positions include:

- Process and key salesperson change applications and renewal applications into on-line computer; analyze and compare the changes against the computer records.
- Send correspondence to license applicants requesting additional or corrected information. Research, review and analyze of masterfile records is required.
- Answer incoming public inquiry telephone calls as backup to the Information Section.
- Issue refund requests, sort and categorize incoming mail and follow-up on previous correspondence.

Required qualifications:

- Excellent technical and analytical skills.
- Ability to communicate effectively, both orally and in writing.
- Excellent interpersonal skills.
- Patience and tact in dealing with the public, staff members and others.
- Ability to interpret and apply Real Estate Licensing laws, rules, regulations, policies and procedures and disseminate correctly to the public.
- Dependability and excellent attendance.
- Ability to function independently or as part of a team.
- Ability to work well under pressure and within mandated timeframes.
- **Ability to successfully demonstrate keyboarding skills. A keyboarding skills test will be given, however, if you already have a current typing certificate (40 WPM or greater), you will not have to take the keyboarding skills test. Attach a copy of your typing certificate to your application.**

Desirable Qualifications

- Dependability and excellent attendance.
- On-line inquiry computer experience.
- Personal computer experience using Word or an equivalent application.
- Ability to lift up to 50 lbs. as required.

Salary: \$2130 - \$2780

Who may apply:

Current State employees at the Program Technician level, and those who are transferable to the class. **Priority consideration will be given to SROA/Surplus employees. Please indicate SROA/Surplus information on your state application.**

Submit Applications to:

Linda Luna, Personnel Services
Department of Real Estate
2201 Broadway, P.O. Box 187000
Sacramento, CA 95818-7000
(916) 227-0797 or CALNET 498-0797

For information on the Sales Changes positions contact:

Yolanda Jimenez, SPT I
(916) 227-0917 or CalNet 8-498-0917

For information on the Exams/Originals Section positions contact:

Carmen Jolly, SPT II
(916) 227-0948 or CalNet 8-498-0948

California Relay Service: 1-800-735-2922 (Voice); 1-800-735-2929 (TDD)

FINAL FILING DATE: OCTOBER 22, 2004

Applicants will be screened based on the Necessary/Desirable Qualifications shown above and only those most qualified will be contacted for an interview.

Applications may be obtained from the State Personnel Board website at <http://www.spb.ca.gov>

Applications, whether filed in person or by mail, must be received in the Personnel Office no later than 5:00 p.m. on the above final file date.